



INSTITUTE OF HUMAN RESOURCE ADVANCEMENT

University of Colombo

MASTER OF SCIENCE IN SERVICE MANAGEMENT

MSM 6600 - THESIS

**Impact of stress on Employee Performance;
A case study on frontline employees in ABC
Bank in Kalutara District, Sri Lanka.**

**THIS THESIS IS SUBMITTED AS A PARTIAL FULFILMENT OF THE
MASTER OF SCIENCE IN SERVICE MANAGEMENT**

**IN THE
INSTITUTE OF HUMAN RESOURCE ADVANCEMENT**

University of Colombo

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REGISTRATION NO: IHRA/MScSM/E/07/39

INDEX NO: MSM/E/557

DATE OF SUBMISSION: 07/12/2023

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ABSTRACT

This study was carried out to examine the impact of stress on employee performance in selected ABC banks in Kaluthara district, Sri Lanka. Employees who are working in ABC bank in Kaluthara district was selected as the target population and for selecting the sample, the convenience sampling method was used according to morgan table and the sample size was 226.

The online and physical questionnaires were distributed among frontline employees in ABC bank in Kaluthara district, Sri Lanka. Descriptive statistics revealed that all the four variables are reliable and having higher internal consistency. According to the correlation studies, it showed that there is a highly significant negative relationship between stress and the employee performance in ABC bank. Regression ANOVA revealed a strong significant joint association between the independent stress related factors and the employee performance. The results of the regression analysis showed that job related stress, organization related stress factors, and individual stress factors have highly significant negative effect on employee performance in ABC bank in Kaluthara district, Sri Lanka.

In kaluthara district of Sri Lanka, the most important sub variable of stress was organizational related stress factors. The second most important factor that associated with stress was individual related stress factors. The lowest impacting factor was job related stress factors among front line employees in ABC bank, Sri Lanka. According to the regression analysis results, all the three sub variables of stress was negatively effect on employee performance in ABC bank in Kaluthara district, Sri Lanka.

Key words: stress, work related stress, organization related stress, individual related stress, employee performance.